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290485

Latimer, Becky

From: Latimer, Becky
Sent: Wednesday, February 19, 2020 2:12 PM
To:
Subject: Mistake on your name has been corrected on our DMS files Thanks Becky

Dear Susan Bromfield,
Lake Wylie Chamber of Commerce.

Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates <https://dms.psc.sc.gov/Web/Dockets/Detail/117247>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer

Feb 19 20, 02:25p

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Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Save as PDF file and Email form

to: contact@psc.sc.gov

* Required Fields

Date: * 2-18-2020

Letter of Protest
Docket No. 2019-290-w

Protestant Information:

Name * Lake Wylie Chamber of Commerce

Mailing Address *

City, State Zip * Lake Wylie SC

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

The Lake Wylie Chamber of Commerce, with it 300 members represents the business community and residents of Lake Wylie. The LWCC located in Lake Wylie Business Centre is also a customer of Blue Granite. Lake Wylie is a fast growing unincorporated area of York County South Carolina therefore, the Lake Wylie Chamber of Commerce serves as the voice of the community and has had this role for 40 years.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

See attachment for item #2

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

Signature Required:

Sheri Bronfield
President

Feb 19 20, 02:26p

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Attachment to Docket No. 2019-290-W

Item #2

Blue Granite, formerly Carolina Water Service – Utilities Inc. has continued to request and be granted rate hikes for over 2 decades so the rates are already among the highest in the region placing a burden on customers and businesses at Lake Wylie. A residence with 2 people and little or no watering outside can already have a bill of \$90.00 - \$115.00 per month before any increase. Businesses can have water bills that far exceed their power bills each month. In addition to the burden placed on our businesses, as an example earlier this year in late May into June our businesses lost income due to a water line break and repair that needed to shut off water for a day from noon to about 7 p.m. causing many businesses to close and for 2 large schools to let out early (due to not having use of restrooms), the impact with poor communication by Blue Granite caused many businesses to close for 2-1/2 to 3 days due to no water ,then low pressure and then dirty water with flushing of the lines. Imagine more than 25 food related businesses without advance notice being shut down for 3 days. It impacted businesses, hourly employees not working while businesses were shut down, and the bottom line for the month. This episode was followed by poor or no communication and low water pressure and then learning that Blue Granite was restricting use of water and placed a ban on non-essential water usage until Memorial Day. Then after Memorial Day Blue Granite issued water restrictions for all customers in the Lake Wylie area. This was done without clear communications from Blue Granite causing us to ask Rep Tommy Pope, Sen. Climer, Sen. Peeler and Rep. Bryant to find out what is actually going on. The factual communication came to the Lake Wylie Chamber via Rep. Tommy Pope's office. This whole situation is unacceptable and then to have Blue Granite to have the nerve to be requesting another rate increase while negatively impacting businesses, unable to communicate properly with its customers and restricting use of water is totally unacceptable for any business. Lake Wylie is rapidly growing and Blue Granite has known it needs ample water supply and to prepare for growth. It is unacceptable to place a burden on the Lake Wylie water customers for Blue Granite to either prepare for more growth at the existing customers expense or to hold its customers hostage by restricting water use until they get a rate increase. (If that is what is really going on.) Then there are individual cases in community of dissatisfaction with Blue Granite. Recently, the chamber board chairman experienced a sewer back up caused by Blue Granite that lead to over \$17,000 damage to his home and having the back up go into his home causing stress, health hazard and several weeks of damage clean up and repair. This is unacceptable. How Blue Granite lacked customer service and taking responsibility to help its customer was unacceptable with this individual situation. All this is followed by billing complaints throughout the community and now a request for a significant rate increase to customers. The Lake Wylie Chamber of Commerce, its board and members strongly oppose Blue Granite being granted a rate increase for all the reasons above and more.